

INFORMATION LIST – Jan 2025

Query / Sign Posting	Case Outline	Where best to go for support
Assisted Decision Making	What happens if an older person loses capacity and does not have Power of Attorney in place	Decision Support Services – 01 211 9750 <a href="mailto:queries@decisionsupportservice.ie">queries@decisionsupportservice.ie</a> <a href="http://decisionsupportservice.ie/">http://decisionsupportservice.ie/</a>
Family Carers Ireland - Senior Helpline	Person looking for support as a carer	Family Carers Ireland – 1800 240724 <a href="https://familycarers.ie/">https://familycarers.ie/</a> Senior Helpline – 1800 804591 <a href="https://www.thirdagrireland.ie/seniorline">https://www.thirdagrireland.ie/seniorline</a>
Assistive Aids - Public Health Nurse / Association of Occupational Therapists of Ireland (AOTI)	Person wants to know how they source a reclining chair and or Orthopaedic bed	AOTI – 01 8748136 <a href="mailto:info@aoti.ie">info@aoti.ie</a> <a href="https://www.aoti.ie/">https://www.aoti.ie/</a>
Home Care	Person wants to know how to access home care or home support services	HSE Helpline Freephone – 1800 700700 Phone – 01 2408787
Digital Exclusion - Irish Human Rights & Equality Commission	Person cannot access services because they cannot use or are uncomfortable with technology	IHREC – 01 8589601 <a href="mailto:info@ihrec.ie">info@ihrec.ie</a> <a href="https://www.ihrec.ie/">https://www.ihrec.ie/</a>

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Discrimination - Irish human Rights & Equality Commission	Person feels they have been treated unfairly because of their age	IHREC – 01 8589601 <a href="mailto:info@ihrec.ie">info@ihrec.ie</a> <a href="https://www.ihrec.ie/">https://www.ihrec.ie/</a>
Hospitals - National Cross – Border Healthcare Directive	Person is waiting treatment and is on a waiting list and may wish to get treatment abroad	NCHD – 056 7784546 / 056 7720551
Household Benefits Package - Citizen’s Information	Person is not sure if they are eligible for the HBP	CIC – 0818 074000 <a href="https://www.citizensinformation.ie/en/">https://www.citizensinformation.ie/en/</a>
Sheltered Housing - ICSH – Irish Council for Social Housing	Person looking for information on sheltered or social housing	<a href="mailto:info@icsh.ie">info@icsh.ie</a> Phone – 01 6618334 <a href="https://icsh.ie/">https://icsh.ie/</a>
Home Improvement scheme - Your local Authority / Citizen’s Information Website	Person needs to replace windows or doors, or has leak in roof, for instance. PLEASE NOTE some local authority may also replace boiler that is broken beyond repair under this grant scheme	CIC – 0818 074000 <a href="https://www.citizensinformation.ie/en/">https://www.citizensinformation.ie/en/</a>
Home Adaptation Grant - Your local Authority / Citizen’s Information Website	Person needs to change the location of their bathroom or convert it to a wet room	CIC – 0818 074000 <a href="https://www.citizensinformation.ie/en/">https://www.citizensinformation.ie/en/</a>
Mobility Aids Grant - Your local Authority / Citizen’s Information Website	Person needs to install new aids to help with poor mobility, such as handrails or ramps	CIC – 0818 074000 <a href="https://www.citizensinformation.ie/en/">https://www.citizensinformation.ie/en/</a>

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Car Insurance - Insurance Ireland	Person wants to know if there are any companies offering deals for older drivers	Insurance Ireland – 01 6761820 <a href="https://www.insuranceireland.eu/">https://www.insuranceireland.eu/</a>
Car Insurance - Insurance Ireland Declined Cases	Person cannot get a company to cover them	<a href="mailto:declined@insuranceireland.eu">declined@insuranceireland.eu</a> Phone – 01 6761820
Health Insurance - Health Insurance Authority	Person has a complaint regarding health Insurance or wants advice on the best policy for them	HIA – 01 4060080
Travel Insurance - List of Travel Insurance Companies	Person looking for name of company that covers older people	See separate link on webpage.
Making a will - CIC Website / Solicitors for the elderly	Person wants information on how to make a will or the name of a solicitor	CIC – 0818 074000 <a href="https://www.citizensinformation.ie/en/">https://www.citizensinformation.ie/en/</a> Solicitors for The Elderly Ireland – 01 6310360
Medical cards - GP visit card / Citizen's Information	Person wants to know about eligibility criteria for both or either	CIC – 0818 074000 <a href="https://www.citizensinformation.ie/en/">https://www.citizensinformation.ie/en/</a>
Nursing Homes - Fair Deal / Citizen's Information / Age Action Website	Person wants general information on how the fair deals Operates	CIC – 0818 074000 <a href="https://www.citizensinformation.ie/en/">https://www.citizensinformation.ie/en/</a> <a href="http://www.ageaction.ie">www.ageaction.ie</a>

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<p>Finding a nursing home - Nursing Homes Ireland</p>	<p>Person wants to know how to find a nursing home</p>	<p>NHI – 01 4699800   <a href="mailto:info@nhi.ie">info@nhi.ie</a>   <a href="https://nhi.ie/">https://nhi.ie/</a>                       HSE Website</p>
<p>Power of Attorney - Irish Hospice Foundation / Citizen’s Information website / Solicitor</p>	<p>Person wants to know how to draw up a Power of Attorney</p>	<p>IHF – 01 679 3188   <a href="mailto:info@hospicefoundation.ie">info@hospicefoundation.ie</a>   <a href="https://hospicefoundation.ie/i-need-help/i-want-to-think-ahead/">https://hospicefoundation.ie/i-need-help/i-want-to-think-ahead/</a>                       CIC – 0818 074000   <a href="https://www.citizensinformation.ie/en/death/before-a-death/power-of-attorney/">https://www.citizensinformation.ie/en/death/before-a-death/power-of-attorney/</a></p>
<p>Personal Alarms - POBAL</p>	<p>Person wants to know how to access a personal alarm</p>	<p>POBAL online support – 01 5117222   <a href="mailto:Onlinesupport@pobal.ie">Onlinesupport@pobal.ie</a>   <a href="https://www.pobal.ie//programmes/seniors-alert-scheme-sas/">https://www.pobal.ie//programmes/seniors-alert-scheme-sas/</a></p>

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<p>Social Activities - Age &amp; Opportunity / Active Retirement Ireland / Siel Bleu / U3A list on AAI website / Men sheds / Women sheds</p>	<p>Person wants to know about social activities or exercise classes in their area.</p>	<p>Age &amp; Opportunity – 01 8057709 (Arts for older people)  <a href="https://ageandopportunity.ie/">https://ageandopportunity.ie/</a>                      Active Retirement Ireland – 01 8733836 (Social Activities groups)                      Siel Bleu – 01 2096889 – (Exercise classes)                      AAI U3A – 01 475 6989 (Lifelong Learning)                      Men Sheds - 01 8916150 (Gender specific activities)                      Women sheds – 085 1180182 (Gender specific activities)</p>
<p>Patient Transport - Van Tastic (Northside Dublin). Acts (Southside Dublin) - Irish Rural Link</p>	<p>Person needs transport to a medical Appointment</p>	<p>Van Tastic – 1800 242730  <a href="https://vantastic.ie/">https://vantastic.ie/</a>                      Acts – 01 4574405  <a href="mailto:info@actsltd.ie">info@actsltd.ie</a>  <a href="https://actsltd.ie/">https://actsltd.ie/</a>                      Irish Rural Link                      0906 482744 / <a href="mailto:info@irishrurallink.ie">info@irishrurallink.ie</a></p>
<p>Income Tax - Local Property Tax / Citizen’s Information</p>	<p>Person is not sure if they are subject to Income Tax / Local Property Tax</p>	<p>CIC – 0818 074000  <a href="https://www.citizensinformation.ie/en/money-and-tax/tax/income-tax/how-your-tax-is-calculated/">https://www.citizensinformation.ie/en/money-and-tax/tax/income-tax/how-your-tax-is-calculated/</a></p>

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<p>Utilities - Complaint Procedure of Company / Com Reg / CRU</p>	<p>Person has complaint against a utility company</p>	<p>Com Reg – 01 8049668  <a href="https://www.comreg.ie/contact/">https://www.comreg.ie/contact/</a>                       CRU – 1800 404404  <a href="https://www.cru.ie/contact-us/">https://www.cru.ie/contact-us/</a>                       Electric Ireland Customer Care – 0800 0569914                       COM REG – EIR, VODAFONE ETC...                      CRU – ESB, BORD GAIS ETC ...</p>
<p>Welfare Payments - Supplementary Allowances / Local Welfare Office / CIC website</p>	<p>Person is interested in the supplementary allowance such as Living Alone Allowance / Fuel allowance / 80+ Allowance</p>	<p>CIC – 0818 074000   <a href="https://citizensinformation.ie/en/">https://citizensinformation.ie/en/</a></p>
<p>Welfare Payments - Emergency Payments / Local welfare Office</p>	<p>Person has an urgent expense they need help with</p>	<p>DEASP – 01 704 3000   <a href="mailto:info@welfare.ie">info@welfare.ie</a>   <a href="http://www.gov.ie/welfareandwork">www.gov.ie/welfareandwork</a>                       HELP WITH BILLS, WASHING MACHINES ETC...</p>
<p>State Pension - PRSI Contributions / Local Welfare Office / Citizen's Information website</p>	<p>Person wants to know how to apply for the State Pension and if they would be eligible</p>	<p>CIC – 0818 074000   <a href="https://www.citizensinformation.ie/en/">https://www.citizensinformation.ie/en/</a></p>
<p>Safeguarding - Elder Abuse / HSE Helpline</p>	<p>Person has a concern about an older person who may be abused</p>	<p>HSE Helpline Freephone – 1800 700700                       Phone – 01 2408787</p>

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<p>Disabled Parking - Citizen's Information Website</p>	<p>Person needs to source a disabled parking permit</p>	<p>CIC – 0818 074000</p> <p><a href="https://www.citizensinformation.ie/en/travel-and-recreation/traffic-and-parking/disabled-persons-parking-card/">https://www.citizensinformation.ie/en/travel-and-recreation/traffic-and-parking/disabled-persons-parking-card/</a></p> <p>CIC website explains about the Primary Medical certificate which you need from your GP before you can apply for the Parking Permit and gives contact details of the IWA and DDA both of which supply the Permits</p>
<p>Dispute with Nursing Home</p>	<p>Person is having a dispute with nursing home</p>	<p>Third Age Ireland's SAGE provides an advocacy service and you can contact them at 01-536 7330 or <a href="mailto:info@sageadvocacy.ie">info@sageadvocacy.ie</a></p>